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Bib Data Sheet

CONFIRMATION NO. 1689

SERIAL NUMBER 09/760,099	FILING DATE 01/11/2001 RULE	CLASS 709	GROUP ART UNIT 2151	ATTORNEY DOCKET NO. 20990041US
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APPLICANTS
Friedemann Ulmer, Jettingen, GERMANY;
Manfred Lange, Leonberg, GERMANY;
Thomas Trenz, Gultlingen, GERMANY;

**** CONTINUING DATA *******
No AG

**** FOREIGN APPLICATIONS *******
EUROPEAN PATENT OFFICE (EPO) EP 00100505.7 01/11/2000
Yes AG

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
** 02/26/2001

Foreign Priority claimed <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	STATE OR COUNTRY GERMANY	SHEETS DRAWING 17	TOTAL CLAIMS 16	INDEPENDENT CLAIMS 4
35 USC 119 (a-d) conditions met <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged Examiner's Signature: <i>Am. Zaid</i> Initials: <i>AG</i>				

ADDRESS
Paul D. Greeley, Esq.
Ohlandt, Greeley, Ruggiero & Perle, LLP
One Landmark Square, 10th Floor
Stamford, CT 06901-2682

TITLE
System, method and computer program product for providing a remote support service

FILING FEE RECEIVED 920	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit